

Quality Assurance Committee (QAC)

July 2017 – June 2018 Report to the Board



CMC - GLOBAL

Summary

Here is QAC's report of activity for July 2017 to June 2018, our assessment and developmental plan for the next period and the status of the ISO/IEC 17024 assessment program. QAC continues to support ISO 17024 assessments for those member IMCs requesting ICMCI support.

During this period QAC progressed satisfactorily with the completion of assessments and introduced several innovations aiming at:

- making QAC more effective and efficient
- support the sustainability of IMCs

The assessment completed during this period are summarised below:

Type of assessment	Completed July 2017 – June 2018	Planned July 2018 – June 2019
	Number	
Provisional membership	4	1
First time new Full Members	1	2
High trust Triennial Full Membership	4	17
On site Full Membership	3	5
Total number of assessments	12	25

Appendix A, attached to this report, sets out the full picture of assessments completed and the plan for the next period.

Important note: Our main challenge of the period was planning and completing the assessments due to IMCs internal problems.

The present members of QAC are:

- Louis M. Loizou, Chair
- Clint Burdett, immediate past chair, Retired June 2018
- John Bielenberg, Vice Chair, Retired for personal reasons, June 2018
- PK Lim
- Valerie Sluth
- Kim Karme, ICMCI Board Liaison, ex officio
- Reema Nasser, ICMCI Executive Director, ex officio

Accomplishments

- **Number of skype discussions.** During this period QAC held 12 official meetings for planning and decision-making reasons. Additional skype meetings were held between smaller working groups for getting things done.
- **Managing problem IMCs.** QAC contributed towards resolving issues with IMCs, not always their responsibility and completing assessments.
- **Assessments.** Completed in a satisfactory manner



Secretariat: C/O Maurer & Stager AG
Fraumünsterstrasse 17/Postfach 318
CH – 8024 Zurich

W: www.cmc-global.org E: cmc-global@cmc-global.org

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New initiatives:

- **Vice Chair to improve continuity.** After considering a number of operational issues QAC has adopted the policy to appoint a Vice Chair with the primary objective of improving the continuity of the Committee at all times. The role of the VC was prescribed as, inter alia, being supportive to the Chair in planning assessments and managing task groups undertaking specific tasks.
- **Training Strategy.** Given the growth in membership, the retirement of old members, the development in the assessment and the consequent need to acquire new assessors QAC decided to revise the training strategy and material ready for new and older assessors.
- **On line satisfaction survey.** This measure was introduced in the last six months with the aim to improve the whole process through feedback from IMCs as well as making them feel that their opinion counts. According to the small number of results IMCs are happy with the work of QAC. No suggestions for improvement have arisen directly from the survey, yet.
- **Sustainability of IMC's.** The last assessments were adapted to cover the area of sustainability of IMCs. Looking at planning and financial stability. QAC has already recommended that this is made a mandatory requirement.

Plans for the next period

- Recruit new assessors
- Launch new training material
- Streamline on line document management in cooperation with Secretariat, the Board and other Committees
- Providing our members, a self-assessment tool in the year prior to a QAC assessment so they can prepare and connecting the member's point of contact for the assessment and the assessor sooner. We call this the "early warning."
- Updating the online materials on the Certification Process using layman's language on the CMC award process: what it does, how to set it up, who is involved and how to train the Institutes CMC examiners.
- Update the Provisional Member Assessment Checklist (last update in 2009).
- Have the QAC Assessors participate in best practice webinar sessions.
- Examine the future of ISO 17024

Vacancies

- QAC urgently needs two new members, one of them to take up the role of Vice Chair. The two remaining members have declined taking up the role due to other commitments. Existing experienced assessors have already served in QAC and I do not recommend calling them back.

Suggestions for improvement

- Contact details of officers and IMCs should be updated on a more systematic manner, e.g. through an improved approach to the annual return from IMCs.

Challenges / Opportunities for improvement

- Planning and implementation of assessments
- Management of Risks and Opportunities

Results / Lessons Learned

- QAC must coordinate further with MC re: the readiness of member IMCs or potential IMCs to receive QAC assessment, through the Executive Director

Appreciations

- Kim Karne, Board Liaison, for his continued support
- Reema Nasser, Executive Director, for her everlasting resourcefulness and support

Conclusion

The work of QAC is progressing in a satisfactory manner.

Submitted September 2018, for and on behalf of the Committee
– Louis M. Loizou CMC, QAC-Chair

Appendix A
Assessments completed and plan for next period

#	IMC	Last on-site Full Membership Assessment	Last Assessment		Next Assessment	
		Month and Year	Month and Year	Type	Month and Year	Type
1	Algeria	-	2017	Provisional	When application for full membership is received	First time Full Membership
2	Armenia	-	2017	Provisional	When application for full membership is received	First time Full Membership
3	Australia	August 2018	August 2018	On-site Full Membership	August 2021	High Trust Full Membership
4	Austria				September 2018	ISO 17024 in progress
5	Bangladesh	May 2018	May 2018	On-site Full Membership	May 2021	High Trust Full Membership
6	Brazil		2017	High Trust Full Membership	2020	High Trust Full Membership
7	Bulgaria	2017	2017	On-site Full Membership	2020	High Trust Full Membership
8	CMC-GI	2017	2017	On-site Full Membership	2020	High Trust Full Membership

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9	Canada	2016	2016	High Trust Full Membership	2019	On-site Full Membership
10	Caribbean	2014	2014	High Trust Full Membership	2018	On site Full Membership
11	China				2018	On site Full Membership
12	Chinese Taipei	2018			2021	High Trust Full Membership
13	Croatia	2016			2019	High Trust Full Membership
14	Cyprus	2011 First Time Full Membership	2015	High Trust Full Membership	2018	High Trust Full Membership
15	Denmark	2015			2018	High Trust Full Membership
16	Finland	2014	2018 (In progress)	High Trust Full Membership	2021	High Trust Full Membership
17	Germany	2016	2016		2019	

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18	Hong Kong	2013			2018	High Trust Full Membership
19	Hungary	2013	2016	High Trust Full Membership	2019	High Trust Full Membership
20	India	2012	2018 (in slow progress)	High Trust Full Membership	2021	High Trust Full Membership
21	Iran	2012	2015	High Trust Full Membership	2018	High Trust Full Membership
22	Ireland	2011	2015	High Trust Full Membership	2018	High Trust Full Membership
23	Israel	2015	2015	On-site Full Membership	2018	High Trust Full Membership
24	Italy – see last report for ISO 17024	-	2015	High Trust Full Membership	2018	High Trust Full Membership
25	Japan	2011	2017	High Trust Full Membership	2020	High Trust Full Membership
26	Jordan	2011	2018	On site Full Membership	2021	High Trust Full Membership

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27	Kazakhstan	2014	2018 (in progress)	High Trust Full Membership	2021	High Trust Full Membership
28	Korea	2012	2015	High Trust Full Membership	2018	High Trust Full Membership
29	Kosovo	2018 First Full Membership			2021	High Trust Full Membership
30	Kyrgyzstan	Membership revoked in 2018				
31	Lebanon	2017 Provisional Membership	2017	Provisional Membership	When application for full membership is received	First time Full Membership
32	Lithuania	2015			2018	High Trust Full Membership
33	Macedonia	2011	2017	High Trust Full Membership	2020	High Trust Full Membership
34	Mongolia	2018	2018	Provisional Membership	When application for full membership is received	First time Full Membership
35	Netherlands - see last report for ISO 17024	2015			2018	High Trust Full Membership

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		Month and Year	Month and Year	Type	Month and Year	Type
36	New Zealand	2018			2021	High Trust Full Membership
37	Nigeria	2009			2018	On site Full Membership
38	Norway	2008			2018	On site Full Membership
39	Myanmar	Membership revoked in 2018				
40	Philippines	2012	2017	High Trust Full Membership	2021	High Trust Full Membership
41	Romania	2006	2015	High Trust Full Membership	2018	On site Full Membership
42	Russia	2015			2018	High Trust Full Membership
43	Serbia	2012 (Provisional Membership)			2018	On site Full Membership
44	Singapore	2012	2015	High Trust Full Membership	2018	High Trust Full Membership

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		Month and Year	Month and Year	Type	Month and Year	Type
45	South Africa	2013	2017	High Trust Full Membership	2020	High Trust Full Membership
46	Sweden	2008	2015	High Trust Full Membership	2018	High Trust Full Membership
47	Switzerland	2015	2015	High Trust Full Membership	2018	High Trust Full Membership
48	Thailand	2013			2018	High Trust Full Membership
49	Turkey	July 2018			2021	High Trust Full Membership
50	Ukraine	June 2016	June 2016	On site Full Membership – completed face to face during the Euro Hub Meeting in Bonn	2019	High Trust Full Membership
51	United Kingdom	2016			2019	High Trust Full Membership
52	United States	2012	2015	High Trust Full Membership	2018	High Trust Full Membership